

WHAT IS CLAIMED IS:

1 1. A telecommunications call center, comprising:
 2 a database for storing call information;
 3 a query engine operably coupled to said database; and
 4 a graphical user interface coupled to provide query parameters in a text form;
 5 and
 6 wherein said query engine is adapted to translate said query parameters into
 7 a database-readable form.

1 2. A telecommunications call center in accordance with claim 1, said
 2 database-readable form comprising a Structured Query Language (SQL) form.

1 3. A telecommunications call center in accordance with claim 2, wherein
 2 results of a query are provided to said graphical user interface in a text-readable
 3 form.

1 4. A method, for use in a telecommunications call center, comprising:
 2 inputting call center database text query information into a graphical user
 3 interface;
 4 translating said call center database text query information into a database-
 5 readable query; and
 6 returning a result of said database-readable query to said graphical user
 7 interface for display.

1 5. A method in accordance with claim 4, said translating comprising
 2 translating into a Structured Query Language (SQL) form.

1 6. A method in accordance with claim 5, said inputting further comprising:
 2 selecting one or more fields to view from a first graphical user interface
 3 window; and
 4 selecting predetermined criteria to apply to said fields using a second

5 graphical user interface window.

1 7. A telecommunications system comprising:
2 one or more telecommunications networks;
3 a switch configured to switch calls between devices on said one or more
4 telecommunications networks; and
5 a call center adapted to monitor calls through said switch, said call center
6 including
7 a database for storing call information;
8 a query engine operably coupled to said database; and
9 a graphical user interface coupled to provide query parameters in a
10 text form; and
11 wherein said query engine is adapted to translate said query
12 parameters into a database-readable form.

1 8. A telecommunications system in accordance with claim 7, said database-
2 readable form comprising a Structured Query Language (SQL) form.

1 9. A telecommunications system in accordance with claim 8, wherein results
2 of a query are provided to said graphical user interface in a text-readable form.

1 10. A telecommunications system in accordance with claim 9, said graphical
2 user interface comprising
3 a first screen for selecting fields for searching;
4 a second screen for entering search criteria for said fields; and
5 a third screen for displaying results of said searching.

1 11. A method, comprising:
2 providing one or more telecommunications networks;
3 providing a switch configured to switch calls between devices on said one or
4 more telecommunications networks; and

5 providing a call center adapted to monitor calls through said switch, said call
6 center including
7 a database for storing call information;
8 a query engine operably coupled to said database; and
9 a graphical user interface coupled to provide query parameters in a
10 text form; and
11 wherein said query engine is adapted to translate said query parameters into
12 a database-readable form.

1 12. A method in accordance with claim 11, said database-readable form
2 comprising a Structured Query Language (SQL) form.

1 13. A method in accordance with claim 12, wherein results of a query are
2 provided to said graphical user interface in a text-readable form.

1 14. A method in accordance with claim 13, said graphical user interface
2 comprising
3 a first screen for selecting fields for searching;
4 a second screen for entering search criteria for said fields; and
5 a third screen for displaying results of said searching.

1 15. A telecommunications method for providing a call center, comprising:
2 providing a database for storing call information;
3 providing a query engine operably coupled to said database; and
4 providing a graphical user interface coupled to provide query parameters in a
5 text form; and
6 wherein said query engine is adapted to translate said query parameters into
7 a database-readable form.

1 16. A telecommunications method in accordance with claim 15, said
2 database-readable form comprising a Structured Query Language (SQL) form.

1 17. A telecommunications method in accordance with claim 16, wherein
2 results of a query are provided to said graphical user interface in a text-readable
3 form.

5

17. A telecommunications method in accordance with claim 16, wherein
results of a query are provided to said graphical user interface in a text-readable
form.